

LISTING OF THE CLAIMS

1. (Currently Amended) An issue tracking system, comprising:

a centralized server that transmits a web page comprising a graphical user interface which tracks project issues of a group project over a network to a client device, the graphical user interface being displayable on the client device without installation of the graphical user interface on the client device and enabling a project member to chronicle issues that need to be undertaken within the group project including their statuses, classifications, and individual responsibilities, wherein the statuses comprises indications of a next step that needs to be taken by one or more group members or users on the group project and the classifications comprise costs or values of a specific issue according to group management or administrator;

a database coupled to the centralized server that provides the graphical user interface to the centralized server, the database assisting in tracking at least one project issue related to the group project and at least one topic corresponding to the at least one project issue, to provide access through the centralized server to a plurality of users responsible for resolving said the at least one project issue, and to provide a storage option for a user to upload data formats, the at least one topic being a subject, available for selection by a user using the graphical user interface, under which the at least one project issue is related, the project issue being tracked using the issue tracking system, wherein one or more users familiar with the group project update and view a current status of the project issue using the graphical user interface and the graphical user interface allows for deletion of a project step by the one or more users,

wherein the centralized server transmits a notification to a responsible user for each occurrence of the following: a new project issue has been created, a step toward resolution has been entered for said the at least one project issue, or said the at least one project issue has been closed;

wherein the at least one topic comprises a first subject involving a maintenance and repair interface to process trouble reports from customers; a second subject involving a change request page listing issues that are being observed in processing of trouble reports from the customers; and a third subject involving an issues page listing internal issues related to handling of the processing of trouble reports.

2. (Previously Presented) The system of claim 1, wherein the server is operable to communicate using a hypertext markup language with the client device.

3. (Canceled)

4. (Previously Presented) The system of claim 1, wherein the centralized server is operable to notify the responsible user via electronic mail.

5. (Currently Amended) The system of claim 1, wherein the database has a table devoted to keeping track of the at least one topic corresponding to said the at least one project issue being tracked.

6. (Currently Amended) The system of claim 5, wherein the database has a table devoted to keeping track of said the at least one project issue associated with said the at least one topic.

7. (Currently Amended) The system of claim 6, wherein each of said the at least one project issue comprises a description of the respective issue, a status associated with the respective issue, and a sponsor associated with the respective issue.

8. (Currently Amended) The system of claim 7, wherein each of said the at least one project issue comprises a priority rating associated with the respective issue.

9. (Currently Amended) The system of claim 6, wherein the database has a table devoted to keeping track of at least one step associated with said the at least one project issue.

10. (Currently Amended) The system of claim 9, wherein each of said the at least one step associated with said the at least one project issue comprises a description of a step related to the resolution of the respective issue.

11. (Previously Presented) The system of claim 5, wherein the database also maintains a list of persons responsible for a respective topic.

12. (Original) The system of claim 1, further comprising:
a network operable to transmit information stored in the database to a plurality of users.

13. (Currently Amended) The system of claim 12, wherein the client device comprises a personal computer coupled to the network and having a web browser operable to view the information received from the database via the network.

14. (Previously Presented) The system of claim 1, wherein the database is further operable to store project issues that have been closed by a responsible user using the graphical user interface, and transmit information about a closed project issue upon receiving a request for the information.

15. (Previously Presented) The system of claim 1, wherein the storage option uploads a legacy spreadsheet file.

16. (Previously Presented) The system of claim 1, wherein the storage option uploads a legacy database file.

17. (Currently Amended) A method of tracking project issues, comprising:
storing a group project in a standardized format on a centralized database;
transmitting a web page comprising a graphical user interface which tracks project issues over a network to a client device, the graphical user interface being

displayable on the client device without installation of the graphical user interface on the client device, the graphical user interface chronicling the project issues that need to be undertaken within the group project including their statuses, classifications, and individual responsibilities, wherein the statuses comprise indications of a next step that needs to be taken by one or more group members or users on the group project and the classifications comprise costs or values of a specific project issue according to group management or administrator;

selecting a topic from a plurality of topics corresponding to a project issue being added, wherein the topic is a subject, available for selection by a user using the graphical user interface, under which the project issue is related;

adding an the project issue associated with the group project to the centralized database using the graphical user interface, wherein one or more users familiar with the group project update and view a current status of the project issue using the graphical user interface;

directing addition of at least one step taken to resolve the project issue to the centralized database;

transmitting a notification to a responsible user associated with the group project for each occurrence of the following: a new project issue has been created for the group project, a step toward resolution has been entered for the project issue, or the project issue has been closed; and

providing an option to a user to upload a data file using the graphical user interface,

wherein the plurality of topics comprise a first subject involving a maintenance and repair interface to process trouble reports from customers; a second subject involving a change request page listing project issues that are being observed in processing of trouble reports from the customers; and a third subject involving a project issues page listing internal project issues related to handling of the processing of trouble reports.

18. (Currently Amended) The method of claim 17, further comprising:
closing the project issue upon resolution.

19. (Currently Amended) The method of claim 18, wherein the project issue is
closed by a system administrator associated with the database using the graphical user
interface.

20. (Currently Amended) The method of claim 17, further comprising:
adding an a project issue description to the centralized database using the
graphical user interface.

21. (Currently Amended) The method of claim 20, wherein the project issue
description includes a status, a priority rating, and a sponsor.

22. (Previously Presented) The method of claim 17, further comprising:
adding a step description to the centralized database using the graphical user
interface.

23. (Currently Amended) The method of claim 17, further comprising:
receiving a request from a user for the project issue and said the at least one
step; and
providing the project issue and said the at least one step to the user.

24. (Currently Amended) The method of claim 23, wherein the project issue and
said the at least one step are provided using hypertext transfer protocol via the network.

25. (Currently Amended) The method of claim 23, further comprising:
receiving a request from the user for all project issues associated with the group
project; and
providing said all of the project issues associated with the group project to the
user via the graphical user interface.

26. (Currently Amended) The method of claim 25, wherein all said of the project issues associated with said the group project are provided in a user sortable format based on an issue number associated with each project issue, a status associated with each project issue, a priority rating associated with each project issue, a classification associated with each project issue, and a sponsor associated with each project issue.

27. (Currently Amended) The method of claim 17, further comprising:
receiving a request from a user to add a step to the project issue;
adding the step to the centralized database; and
linking the step to the project issue in the centralized database.

28. (Previously Presented) The method of claim 27, further comprising:
storing a list comprising a plurality of responsible users for the group project.

29. (Currently Amended) The method of claim 28, further comprising:
notifying the plurality of responsible users when the project issue has been updated or closed.

30. (Currently Amended) A computer readable medium having a program for tracking project issues, the program operable to perform:

storing a group project on a centralized database;

transmitting a web page comprising a graphical user interface which tracks project issues over a network to a client device, the graphical user interface being displayable on the client device without installation of the graphical user interface on the client device, the graphical user interface chronicling the project issues that need to be undertaken within the group project including their statuses, classifications, and individual responsibilities, wherein the statuses comprise indications of a next step that needs to be taken by one or more group members or users on the group project and the classifications comprise costs or values of a specific project issue according to group management or administrator;

selecting a topic from a plurality of topics corresponding to a project issue being added, wherein the topic is a subject, available for selection by a user using the graphical user interface, under which the project issue is related;

adding an the project issue associated with the group project to the centralized database using the graphical user interface, wherein one or more users familiar with the group project update and view a current status of the group project using the graphical user interface;

directing addition of at least one step taken to resolve the project issue to the centralized database;

transmitting a notification to a responsible user associated with the group project for each occurrence of the following: a new project issue has been created for the group project, a step toward resolution has been entered for the project issue, or the project issue has been closed; and

providing an option to a user to upload a data file,

wherein the plurality of topics comprise a first subject involving a maintenance and repair interface to process trouble reports from customers; a second subject involving a change request page listing issues that are being observed in processing of trouble reports from the customers; and a third subject involving a project issues page listing internal project issues related to handling of the processing of trouble reports.

31. (Currently Amended) The computer readable medium of claim 30, the program further operable to perform:

closing the project issue upon resolution.

32. (Currently Amended) The computer readable medium of claim 31, wherein the project issue is closed by a system administrator associated with the database using the graphical user interface.

33. (Currently Amended) The computer readable medium of claim 30, the program further operable to perform:

adding ~~an~~ a project issue description to the centralized database using the graphical user interface.

34. (Currently Amended) The computer readable medium of claim 33, wherein the project issue description includes a status, a priority rating, and a sponsor.

35. (Previously Presented) The computer readable medium of claim 30, the program further operable to perform:

adding a step description to the centralized database using the graphical user interface.

36. (Currently Amended) The computer readable medium of claim 30, the program further operable to perform:

receiving a request from a user for the project issue and ~~said~~ the at least one step; and

providing the project issue and ~~said~~ the at least one step to the user via the graphical user interface.

37. (Currently Amended) The computer readable medium of claim 36, wherein the project issue and said the at least one step are provided using hypertext transfer protocol via the network.

38. (Currently Amended) The computer readable medium of claim 36, the program further operable to perform:

receiving a request from the user for all project issues associated with the group project; and

providing said all of the issues associated with the group project to the user via the graphical user interface.

39. (Currently Amended) The computer readable medium of claim 38, wherein all said of the project issues associated with said the group project are provided in a user sortable format based on an issue number associated with each project issue, a status associated with each project issue, a priority rating associated with each project issue, a classification associated with each project issue, and a sponsor associated with each project issue.

40. (Currently Amended) The computer readable medium of claim 30, the program further operable to perform:

receiving a request from a user to add a step to the project issue;

adding the step to the centralized database; and

linking the step to the project issue in the centralized database.

41. (Previously Presented) The computer readable medium of claim 40, the program further operable to perform:

storing a list comprising a plurality of responsible users for the group project.

42. (Currently Amended) The computer readable medium of claim 41, the program further operable to perform:

notifying the plurality of responsible users when the project issue has been updated or closed.